

## **SOCIAL SERVICES COORDINATOR**

**JOB TITLE:** Social Services Coordinator

**GRADE:** 19

**JOB CODE:** 2401

**DATE:** 11/8/95

**GENERAL FUNCTION:** Under administrative direction of the Director of the local health department, in addition to providing professional social work services, supervises professional social work staff and other closely related staff in providing a social work program to support the medical services provided by the health department. At least fifty (50) percent of the incumbents activities would be divided among supervising staff, administrative, program evaluation and financial management. The incumbent would be the primary person for linkage with state and other appropriate individuals and agencies in maintaining services according to program standards. The position may also supervise staff activities within a program area such as home health, home and community-based waiver, or other programs where professional and supportive staff would be supervised.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Supervise social workers and appropriate staff (clinical assistants, homemaker, social service aide, etc.) in the provision of social work services for patients of the local health department.

- a. assist in analyzing schedules of staff to see patients through the clinic and/or home setting.
- b. review social service documentation by staff to ensure completeness and accuracy.
- c. observe staff in the process of related services through direct observation, discussion with staff and co-workers, and patient interview.
- d. complete performance evaluation as appropriate.
- e. review various reports available through the network to monitor caseloads of staff, service provision, and expenditures/receipts for social service.

Plan, prepare, and conduct in-service education programs in social work for professional and allied health staff to keep abreast of social work practice and change in program standards.

Prepare reports and summarize progress and activities at regular intervals.

Maintain an appropriate caseload of patients and provide social work services. Conducts serial assessment of patient, the clinic or home setting, develops a treatment plan in

**JOB TITLE:** Social Services Coordinator (Cont'd)

**JOB CODE:** 2401

conjunction with medical and allied health staff, and provide case management according to treatment plan.

Attend meetings to represent the agency at the local, state, and regional levels to obtain information on social service program, changes in program standards, and program management, to maintain current.

Speak before area groups and organizations and other interested organizations on particular programs.

Advise the agency director, members of the medical staff, and other program staff on social services programs and standards.

**SUPERVISION RECEIVED:** General direction, working from broad goals and policies only; incumbent participates heavily in setting work objectives.

**SUPERVISION EXERCISED:** This position would require supervision of social worker(s), social support staff, and/or appropriate allied health staff.

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:**

Considerable knowledge of social work methods and practices.

Ability to plan and organize the work of staff.

Ability to supervise and inspect the work of subordinate staff.

Ability to write technical, professional and administrative reports.

Ability to exercise exceptional judgment in the planning and initiating of social service programs.

Thorough knowledge of the function/organizational structure, authority and limitations of the local health department and of other governmental jurisdictions and agencies in the area.

Ability to establish and maintain effective working relationships with governmental officials, other employees, and the general public.

Considerable knowledge of the practice, systems, and policies of the agency and ability to interpret them concisely and accurately to the public and employees.

**JOB TITLE:** Social Services Coordinator (Cont'd)

**JOB CODE:** 2401

Ability to exercise individual initiative and use discretion in confidential matters.

**Minimum Education, Training and Experience Requirements:** Masters degree in Social Work or Psychology. Two (2) years of experience working in a public health agency in social work or other agency where social work knowledge, skills and abilities can be developed and applied

OR

Bachelors degree in Social Work or Psychology. Four (4) years of experience working in a public health agency in social work or other agency where social work knowledge, skills and abilities can be developed and applied.

**The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.**

## **SOCIAL WORKER**

**JOB TITLE:** Social Worker

**GRADE:** 14

**JOB CODE:** 2402

**DATE:** 3/20/95

**GENERAL FUNCTION:** Under the direction of appropriate social work personnel or the Director of the local health department, is responsible for social assessments in the clinic and home setting, determining and re-determining eligibility for selected services, counseling patients and clients as to services available, preparing a treatment plan in conjunction with other professional staff, and following the progress of patients/clients receiving medical/social services.

**DISTINGUISHING CHARACTERISTICS OF THE CLASS:** This classification is characterized as a professional position, applying the knowledge, abilities, and skills acquired through academic preparation in the health department environment. This is an entry level position that provides for the necessary on-the-job training under supervision, participation in formal training/education programs, and supervised work in a variety of program areas. The programs may include one or more of the following: In-home Program, Home and Community Based Waiver, Family Planning, Prenatal, Sudden Infant Death, or Home Health. The training programs and on the job experience will familiarize the incumbent with the various programs and services.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Conduct a social assessment of the patient by interviewing the patient in the clinic and/or home setting to determine services and resources needed. Evaluation interview would include psychological needs of the patient, family support availability, history of substance and physical abuse.

Prepare treatment plan based on the social assessment in conjunction with nursing personnel and other care givers of the agency or community.

Provide indicated services or assist patient in acquiring services within the community. This service may include one or more of the following: assisting patient with Medicare, Medicaid eligibility; and food stamp eligibility.

Counseling patient regarding sudden infant death, AIDs, sterilization, family planning, family relationships, substance abuse, and grief counseling; visit home of patient as indicated to assist with social, emotional, financial and housing problem.

Provide reassessment of client according to program requirement; follow up to monitor the provision of services and determine eligibility for selected services; follow up on missed appointments, work with nurses and other staff as appropriate.

**JOB TITLE:** Social Worker (Continued)

**JOB CODE:** 2402

Document in patient(s) records, services received, changes, problem.

Attend staff meetings and other appropriate staff meetings and educational activities.

**SUPERVISION RECEIVED:** Moderate supervision under standard operating procedures; incumbent occasionally can function autonomously, with supervisor available to answer questions.

**SUPERVISION EXERCISED:** The position does not require direct supervisory responsibility. There may be responsibility for coordinating the activities of homemaker, home health aides, or clinical assistants related to services provided accordingly.

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:**

General knowledge of basic social work concepts and principles.

Ability to relate and deal with people.

Ability to function independently and utilize the support of various disciplines regarding patient's progress and needs.

Ability to maintain records and files.

Ability to meet the public and discuss problems and complaints tactfully, courteously and effectively.

Ability to establish and maintain effective working relationships with governmental representatives, other employees, and the general public.

Ability to exercise individual initiatives and use discretion in confidential matters.

**Minimum Education, Training and Experience Requirements:** Four-year degree from a college or university with a major in Social Work or Psychology. No experience is required.

An individual with a major in Sociology may be considered for this position if the individual has at least one (1) year of experience in case assessment and management.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.

## **SENIOR SOCIAL WORKER**

**JOB TITLE:** Senior Social Worker

**GRADE:** 17

**JOB CODE:** 2403

**DATE:** 3/20/95

**GENERAL FUNCTION:** Under administrative direction of appropriate social work personnel or the Director of the local health department, provides professional social work services through the assessment of client needs and the provision of social services on complex cases; and act as a resource person/trainer for other staff, volunteers, and may serve as a working supervisor, a lead person for other social work staff and related staff. Program involvement may include one or more of the following: In-home, Home and Community Based Waiver, Family Planning, Prenatal, Home Health, SIDS.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Conduct a social assessment of the patient by interviewing the patient in the clinic and/or home setting to determine services and resources needed. Evaluation interview would include psychological needs of the patient, family support availability, history of substance or physical abuse.

Prepare treatment plan based on the social assessment in conjunction with nursing personnel and other care givers of the agency or community.

Provide indicated services or assist patient in acquiring services within the community. This service may include one or more of the following: Assisting patient with Medicare, Medicaid eligibility and food stamps.

Counseling patient regarding Sudden Infant Death, AIDs, sterilization, family planning, family relationships, substance and or physical abuse.

Assist patient with obtaining or getting services.

Visit home of patient as indicated to assist with social, emotional, financial and housing problem.

Provide reassessment of client according to program requirement; follow up to monitor the provision of services and determine eligibility for selected services; follow up on missed appointments, work with nurses and other staff as appropriate.

Document in patient(s) records services received, changes in patient, problem.

Attend staff meetings and other appropriate staff meetings and educational activities.

**JOB TITLE:** Senior Social Worker (Continued)

**JOB CODE:** 2403

Assists in formulation of policy recommendations, including preparation of forms, procedures, and manual material.

Initiates and reviews the preparation of technical, professional and administrative reports as assigned.

Coordinates agency functions and resources with those of other government and private jurisdiction.

May supervises staff as a working supervisor, including social worker and other related (clinical assistant) staff.

**SUPERVISION RECEIVED:** General direction, working from broad goals and policies only; incumbent participates heavily in setting work objectives.

**SUPERVISION EXERCISED:** The incumbent may act as working supervisor or lead person for appropriate staff but may include social worker, clinical assistants, homemakers, etc.

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:**

Considerable knowledge of social work methods and practices.

Ability to plan and organize the work of staff.

Ability to supervise and inspect the work of subordinate staff.

Ability to write technical, professional and administrative reports.

Ability to exercise exceptional judgment in the planning and initiating of social service programs.

Thorough knowledge of the functions, organizational structure, authority and limitations of the local health department and of other governmental jurisdictions and agencies in the area.

Ability to establish and maintain effective working relationships with governmental officials, other employees and the general public.

Considerable knowledge of the practice, system, and policies of the agency, and ability to interpret them concisely and accurately to the public and employees.

**TITLE:** Senior Social Worker (Continued)

**JOB CODE:** 2403

Ability to exercise individual initiative and use discretion in confidential matters.

**Minimum Education, Training, and Experience Requirements:** Four year degree from a college or university with a major in social work or psychology. One (1) year experience in professional social work that includes patient assessment and case management.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.



## **DIRECTOR OF SOCIAL SERVICES**

**JOB TITLE:** Director of Social Services

**GRADE:** 22

**JOB CODE:** 2404

**DATE:** 11/8/95

**GENERAL FUNCTION:** Under administrative direction, plans, directs, organizes, and supervises a social service program to meet the social needs of patients being served by the local health department. The position would be primarily for a health department large enough in scope to provide comprehensive social services requiring social worker staff (both entry and senior) and other appropriate staff (primarily supportive and allied health) in meeting the needs of patients being served by a local health department. The incumbent would spend the majority of time (in excess of 80%) in overseeing a complete social service program for the agency. Overseeing would include planning for services, implementing those services, directing and supervising staff to carry out and provide social services, performing administrative and financial management functions, evaluating the effectiveness and efficiency of social service programs, and advising the Director of the agency on social service program(s).

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Controls and coordinates the work of employees providing social services to patients receiving services from the agency. Ensure that staff are scheduled according to the requirement of patient loads at the clinic and home setting.

Monitors the status of the social service program through the review of appropriate reports, staff meetings of social service staff and medical staff meetings.

Participates with program staff and administration in the formulation of the annual budget process. Monitors expenditures and revenues for services provided and makes appropriate recommendation for action as necessary.

Evaluates, interprets and applies all policies and procedures relating to the social services program for staff, management, and clients.

Initiates the process for recruitment of staff, interviews applicants as appropriate and makes recommendations for the appointment of and assigns social work staff.

Performs performance appraisal for subordinate supervisory and non-supervisory staff. Counsels employees experiencing problems and initiates appropriate action when indicated.

Meets with civic groups, public officials and the general public to explain program services, policies and regulations.

**JOB TITLE:** Director of Social Services (Continued)

**JOB CODE:** 2404

Attends special training programs, policy meetings at the state and regional sites to maintain current on regulations, program standards regarding social services.

Initiates on-the-job training, staff meetings, employee orientation programs to assist staff in keeping abreast of program requirement.

Advises the director of the agency and other members of the professional staff regarding the social services program policies, eligibility criteria for services and standards.

Provides social services assessment and case management as appropriate.

**SUPERVISION RECEIVED:** Policy direction only; incumbent sets virtually all objectives.

**SUPERVISION EXERCISED:** This position would require immediate supervision of social service supervisory staff, professional social workers as appropriate, and support staff.

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:**

**Minimum Education, Training, and Experience Requirements:** Masters degree in Social Work or Psychology. Three (3) years of experience in social work preferably with one (1) year of supervisory experience

OR

Bachelors degree in Social Work or Psychology. Four (4) years of experience in social work preferably with one (1) year of supervisory experience.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.